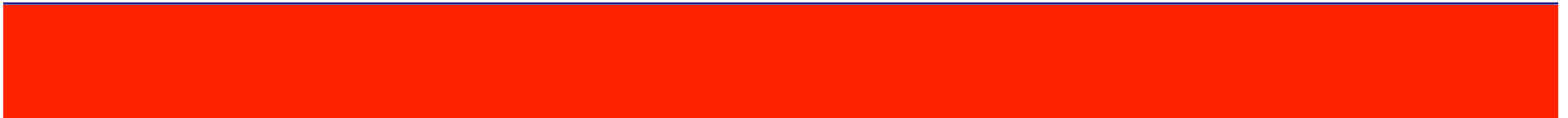


what matters.™



United Way of Greater
Richmond & Petersburg

VIRGINIA 
2-1-1™
Get Connected. Get Answers.



2-1-1 is...

- A single, easy-to-use, 3-digit phone number for community, health & human services and volunteer opportunities.
- An accurate comprehensive database containing vital community resources.





United Way of Greater
Richmond & Petersburg

2-1-1 is....

Answered by trained specialists that will use professional skills and the latest information technology to help:

- Define caller's needs.
- Provide accurate information on the right community resources.
- Refer and Follow-Up as needed with service providers to be sure people get the help they need.



United Way of Greater
Richmond & Petersburg

Who Will Call 2-1-1?

*A Caregiver looking
for resources.*



Who Will Call 2-1-1?

*The teenager seeking a
Support Group for
substance
abuse.*



Who Will Call 2-1-1?

*The newly widowed father in
need of child care.*



Who Will Call 2-1-1?

*Someone wanting to
volunteer or donate
food or clothing.*



How Does 2-1-1 Help?

2-1-1 Strengthens Communities

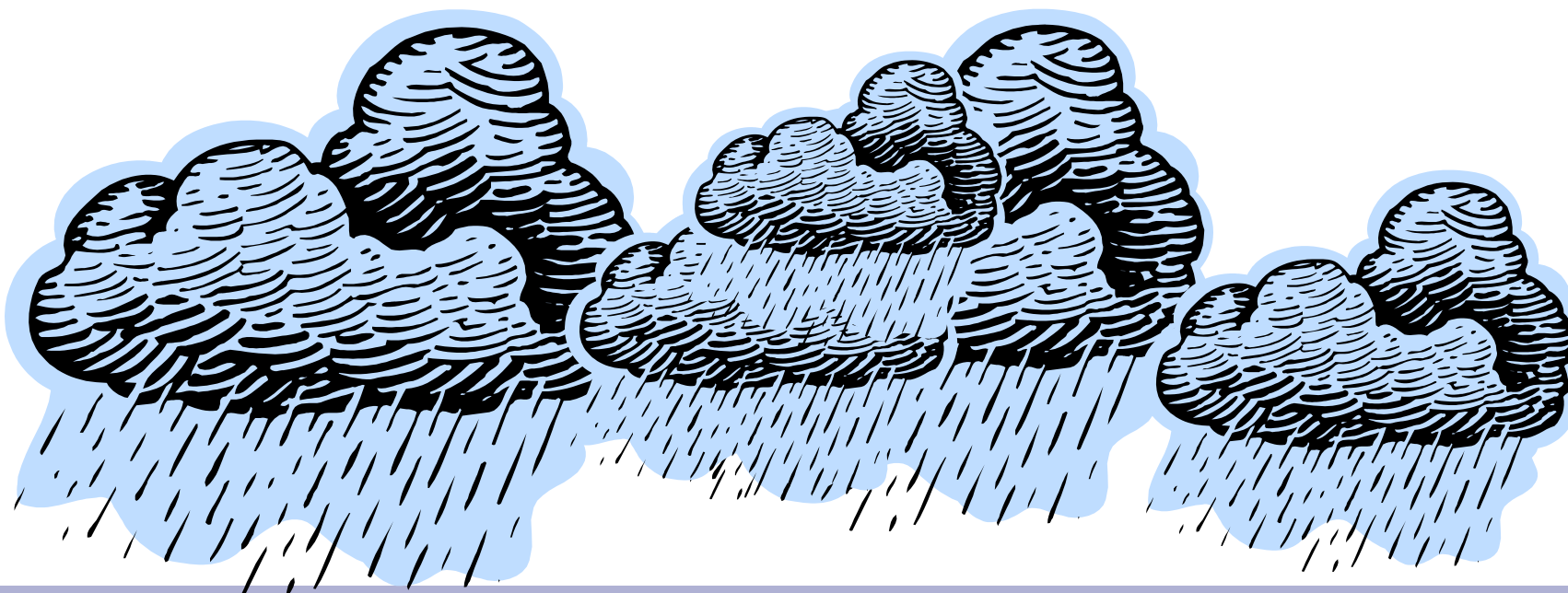
- Gives those in need access to help, and those who want to help a chance to help.
- Acts as a Social Barometer providing accurate, unbiased, real time information about community needs to policy makers.
- Helps community agencies use data from 2-1-1 to plan for future services.



United Way of Greater
Richmond & Petersburg

How Does 2-1-1 Help?

**2-1-1 plays a Key Role in Disaster Preparedness,
Response & Recovery Strategies**





United Way of Greater
Richmond & Petersburg

2-1-1 Response Efforts

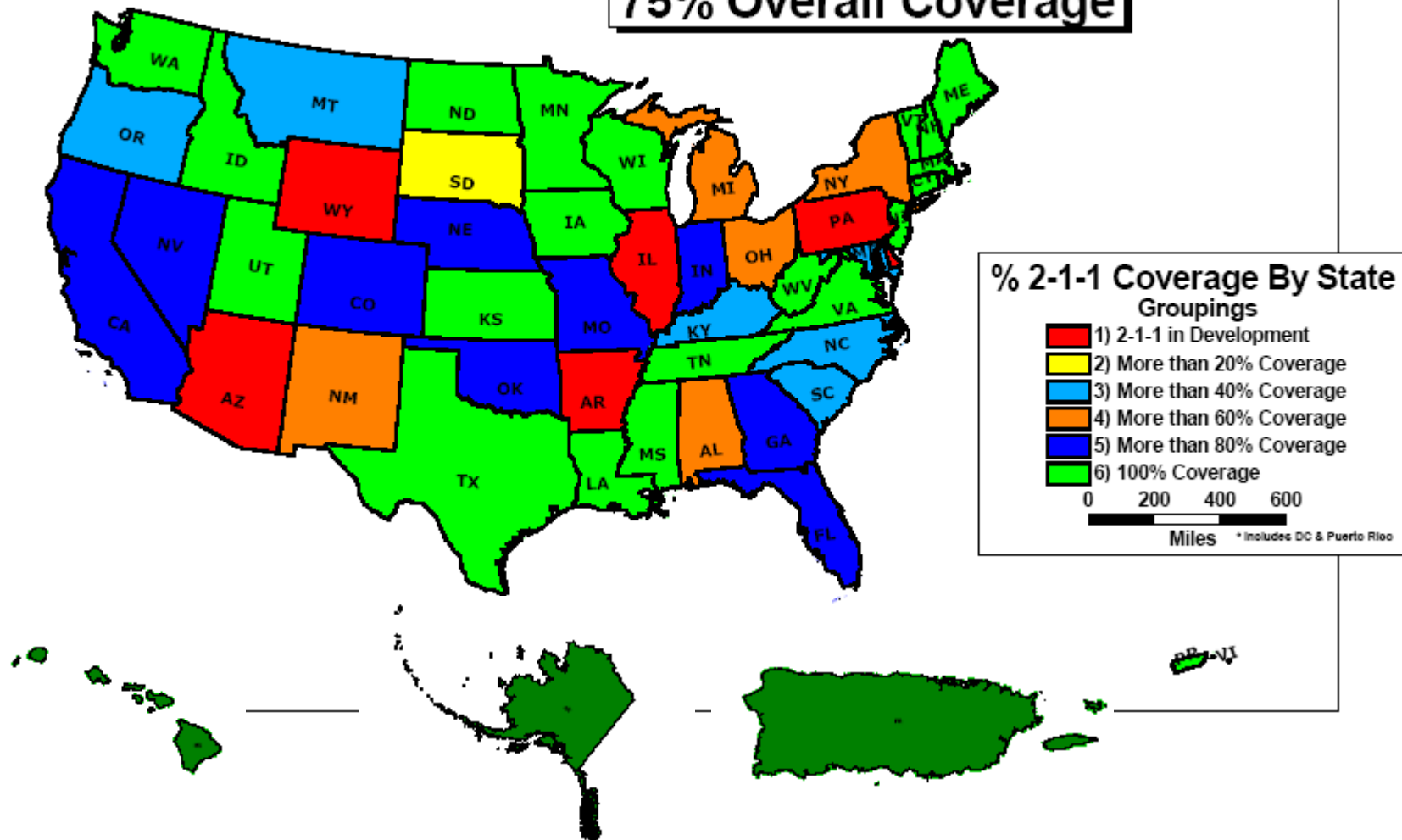
- During Hurricanes Katrina and Rita 2-1-1s in the Gulf Coast Region proved a valuable resource.
- 2006 NY & NJ Flooding Crisis
- 2007 San Diego, CA Wildfires
- 2007 Oklahoma Ice Storms.
- 2008 Midwest Floods
- 2008 Hurricane Gustav, TS Hanna, Hurricane Ike

Where Is 2-1-1?

75% Overall Coverage



United Way of Greater
Harrisburg

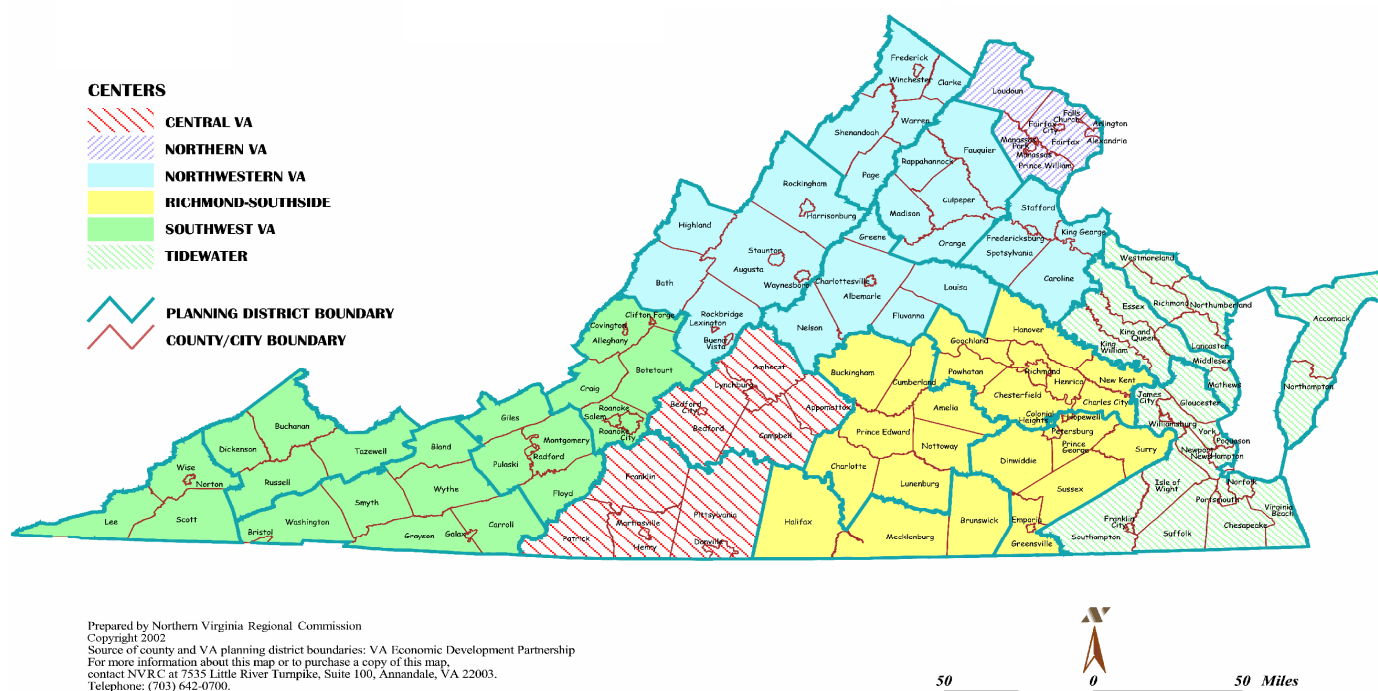


2-1-1 in Virginia



- 2-1-1 is statewide as of February 11, 2008.
- 6 Regional 2-1-1 Information & Referral Centers.

2-1-1 VIRGINIA REGIONS



what matters.™



United Way of Greater
Richmond & Petersburg

***2-1-1 Connects People with the Right
Information at the Right Time***